Helpdesk Session
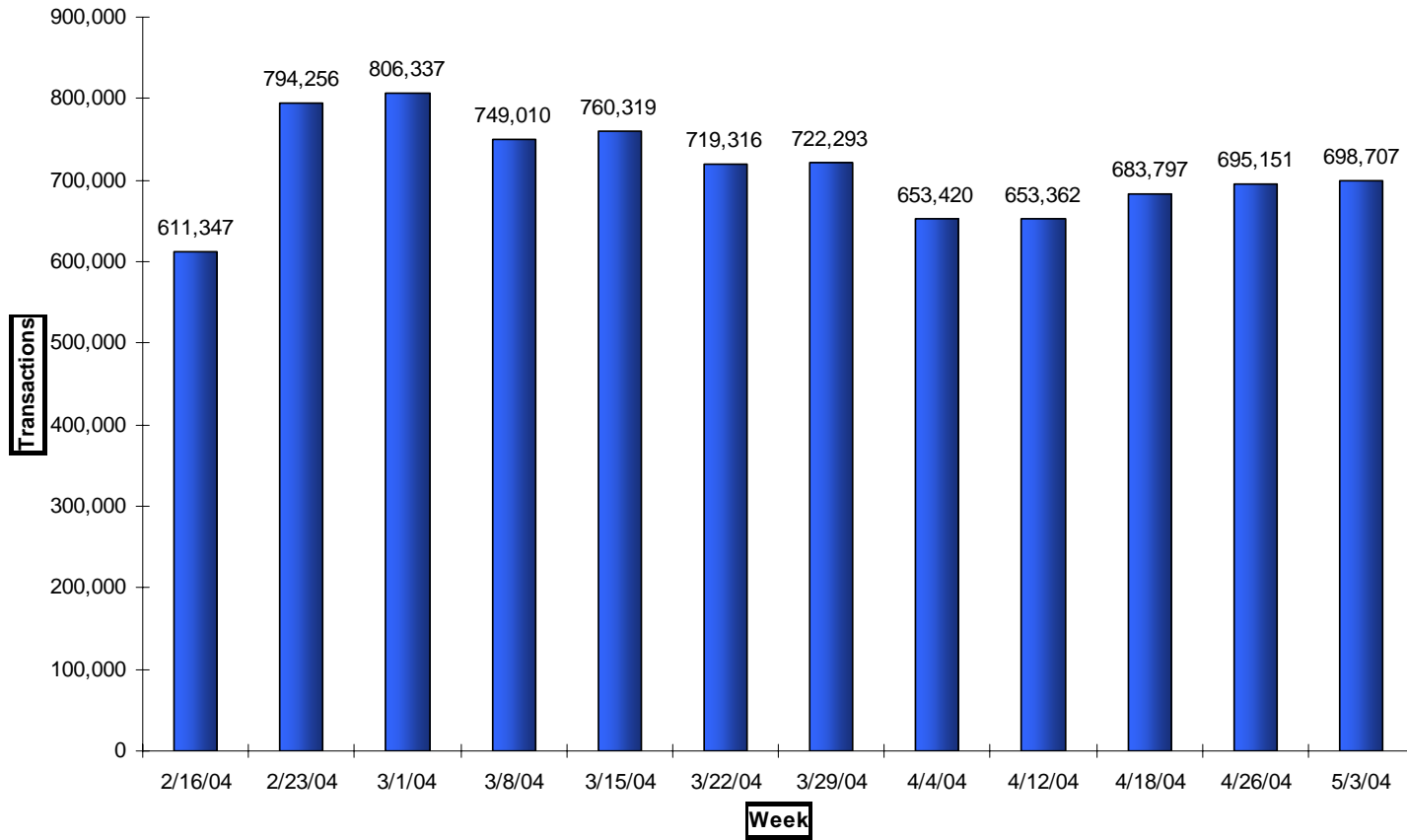
Did You Know?

Number of Transactions
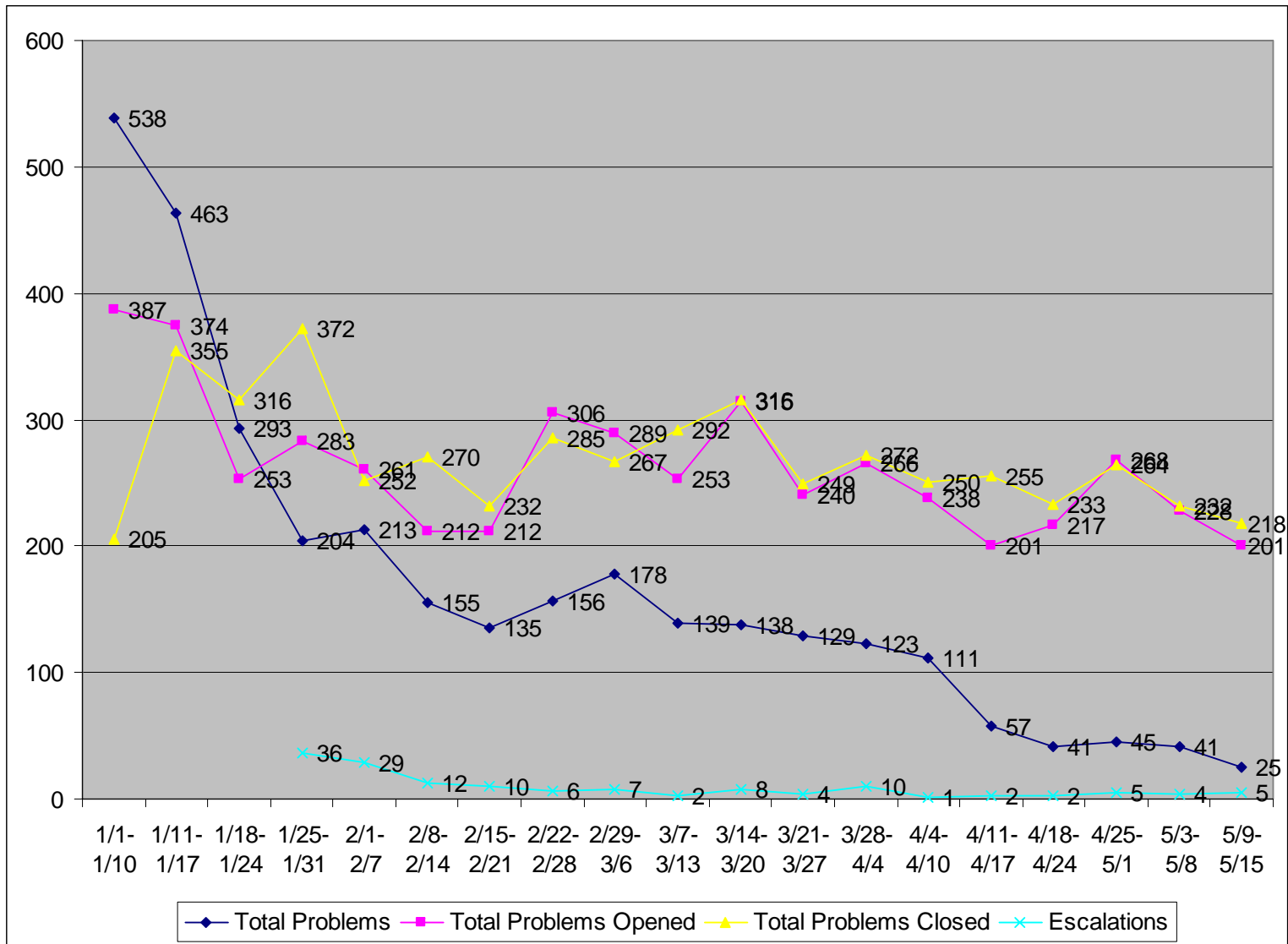
Number of Templates Created
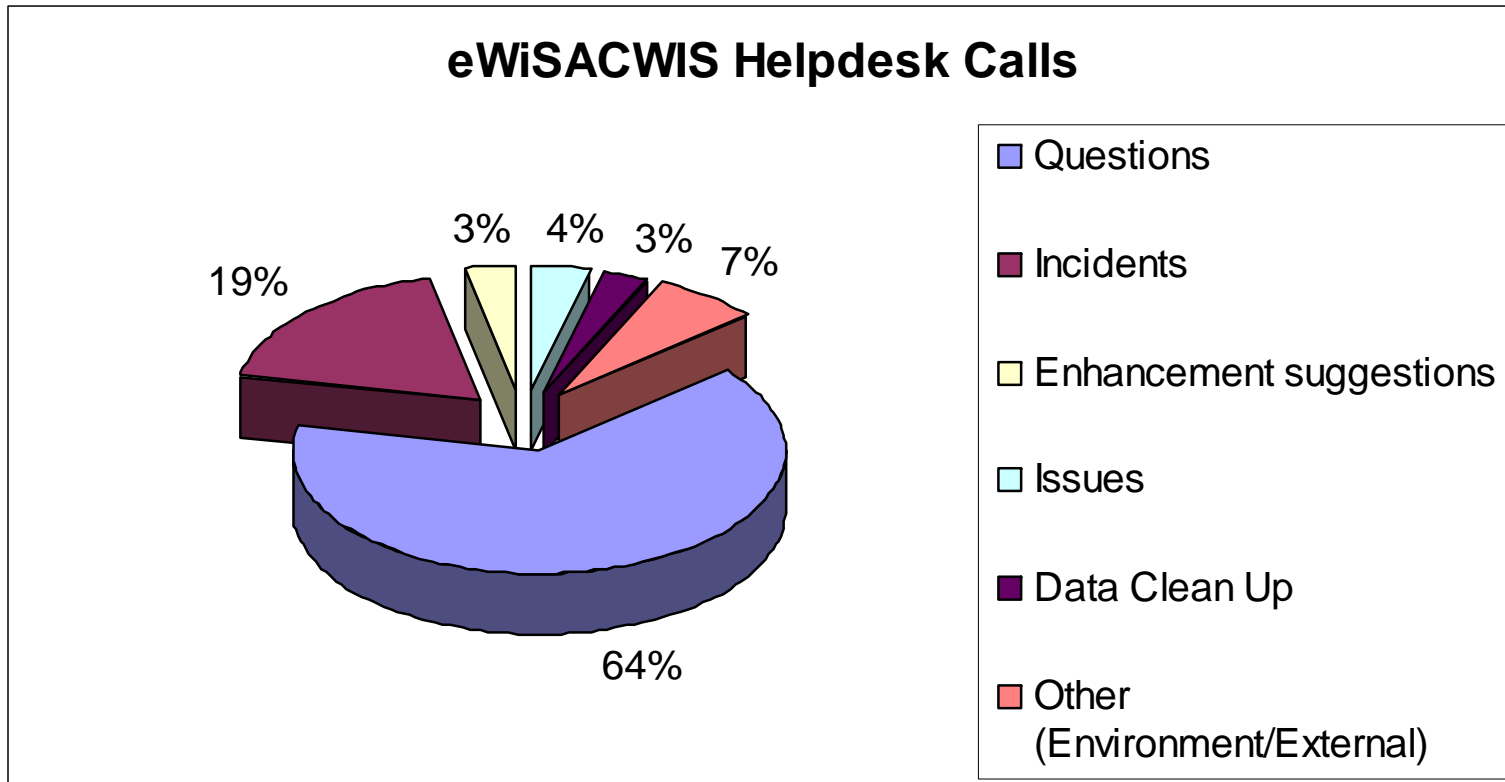
eWiSACWIS - # of Templates Created by Month
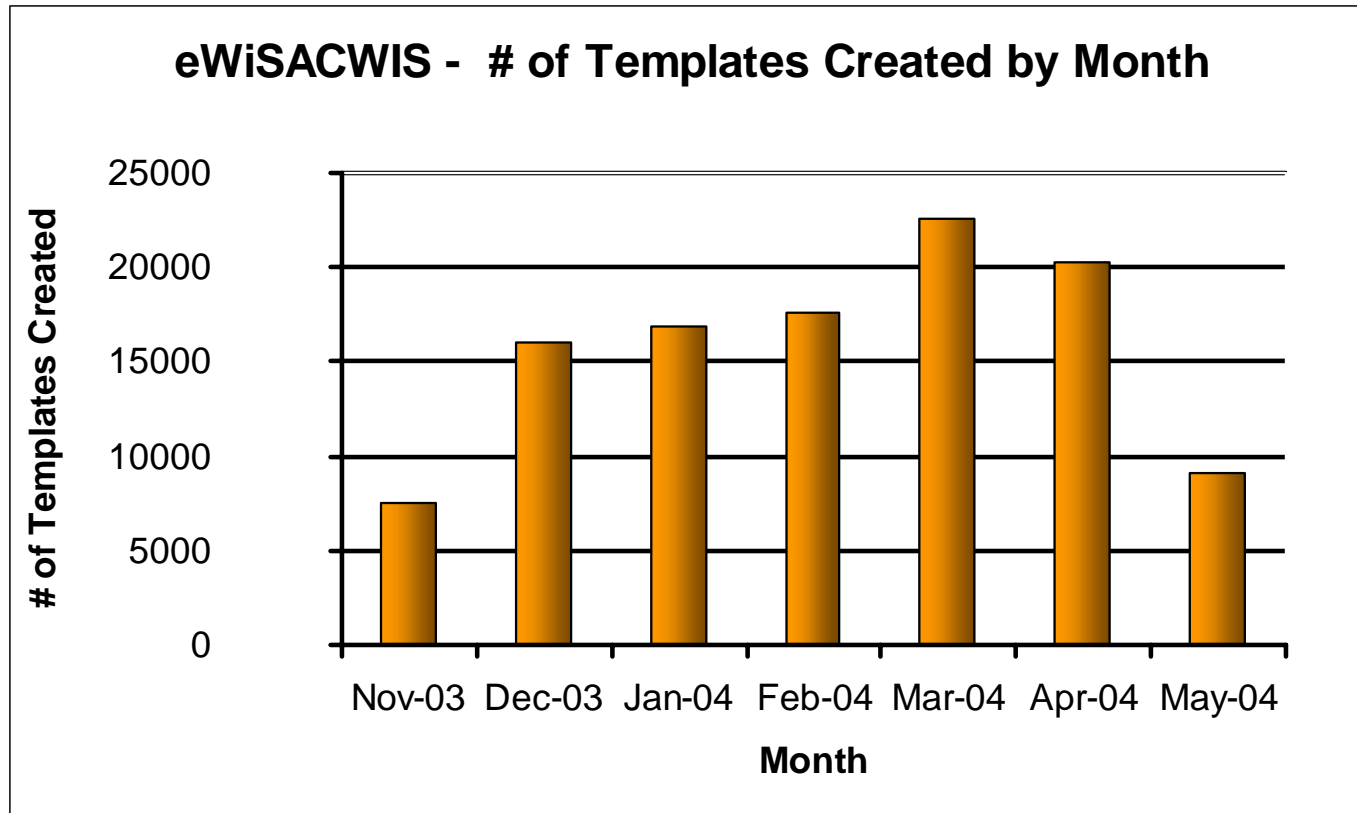
* Up to May 14, 04 for the month of May

eWiSACWIS Application Queue

eWiSACWIS Application Queue - Trends

eWiSACWIS Helpdesk Calls

Legend:
- Questions
- Incidents
- Enhancement suggestions
- Issues
- Data Clean Up
- Other (Environment/External)

Percentages shown: 19%, 3%, 4%, 3%, 7%, 64%

Time Frame: March 01,04 to May14, 04

Total # of Calls: 2730

Excludes Global Network Issues

eWiSACWIS Application Queue - Trends

- ## Top 3 Areas of User Questions:
  - ➢ Case Closure
    - ♦ Quick reference guide link:
      http://dhfs.wisconsin.gov/wisacwis/knowledge_web/index.htm
  - ➢ Ticklers
    - ♦ Quick reference guide link:
      http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Helpdesk/quick_reference_guides.htm
  - ➢ Out of Home Placement
    - ♦ Quick reference guide link:
      http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Helpdesk/quick_reference_guides.htm

Top 10 Application Issues (Based on frequency of calls)

#4123: While creating a person during intake, sometimes the person ID is set to -1 in the Intake_Part table and results in a fatal application error.

 # 4188: Spell check appears to 'freeze' application/PC. Workarounds such as minimize all windows and Alt- Tab do not seem to work.

 # 4796: In the Initial Assessment/Non Caregivers text document, the worker signature section is missing (sporadic).

 # 4825: While working on Assessment/Case Plans/Safety Assessments, the following message appears sporadically ' Current row has been updated. Please refresh and try again.'

 # 4363: Users cannot delink an intake when there is only one intake (not linked to an assessment) even though there are other intakes for the case (linked to assessments).

Top 10 Application Issues (Based on frequency of calls)

 # 4422: Do not require a Final Discharge for TPR'd children in the case closure edit.

 # 4428: The system does not allow the creation of new eligibility when a voided eligibility exists.

 # 4523: When an Kinship - Voluntary Out of Home Placement is approved, the Perm Plan review, due, and hearing ticklers are being created (which is incorrect.)

 # 4543: The performance of the Maintain Case Plan Item page is very slow.

 # 4554: A Fatal application error occurs when a blank safety services row exists while opening a Safety Analysis & Plan text document.

All 10 incidents are scheduled to be fixed in Release 1.6 (June 25, 04)

Progress Report

What we heard during previous PAW/TAW

➢Application Issues

- ◆ Screens and Templates
- ◆ Spell Check
- ◆ Workflow

➢30 minute timeout for application was too short

➢Application performance

➢Improve response time from helpdesk

Progress Report - Addressing Issues

- Nearly 400 incidents/enhancements addressed since last PAW/TAW meeting
  - ➢96 Enhancements
  - ➢Over 300 Incidents
    - ✦ Targeting high-impact incidents (A/B List)
  - ➢Timeout increased to 2 hours (on 3/5)

Progress Report - Addressing Issues

- **Upcoming Maintenance Releases**
  - ➢ Release 1.6 (on 6/25)
    - ◆ Top 10 issues
    - ◆ Spell Check
    - ◆ Initial Assessment PC - required fields

Progress Report - Addressing Issues

- Performance Improvements
  - ➢Initial Assessment - Release 1.4
  - ➢Provider Service Search - Release 1.4
  - ➢Case Progress Evaluation - Release 1.4
  - ➢Expand Intakes - Release 1.6
  - ➢Person Search - Release 1.6
  - ➢Edit Case Plan Item - Release 1.6

Progress Report - Addressing Issues
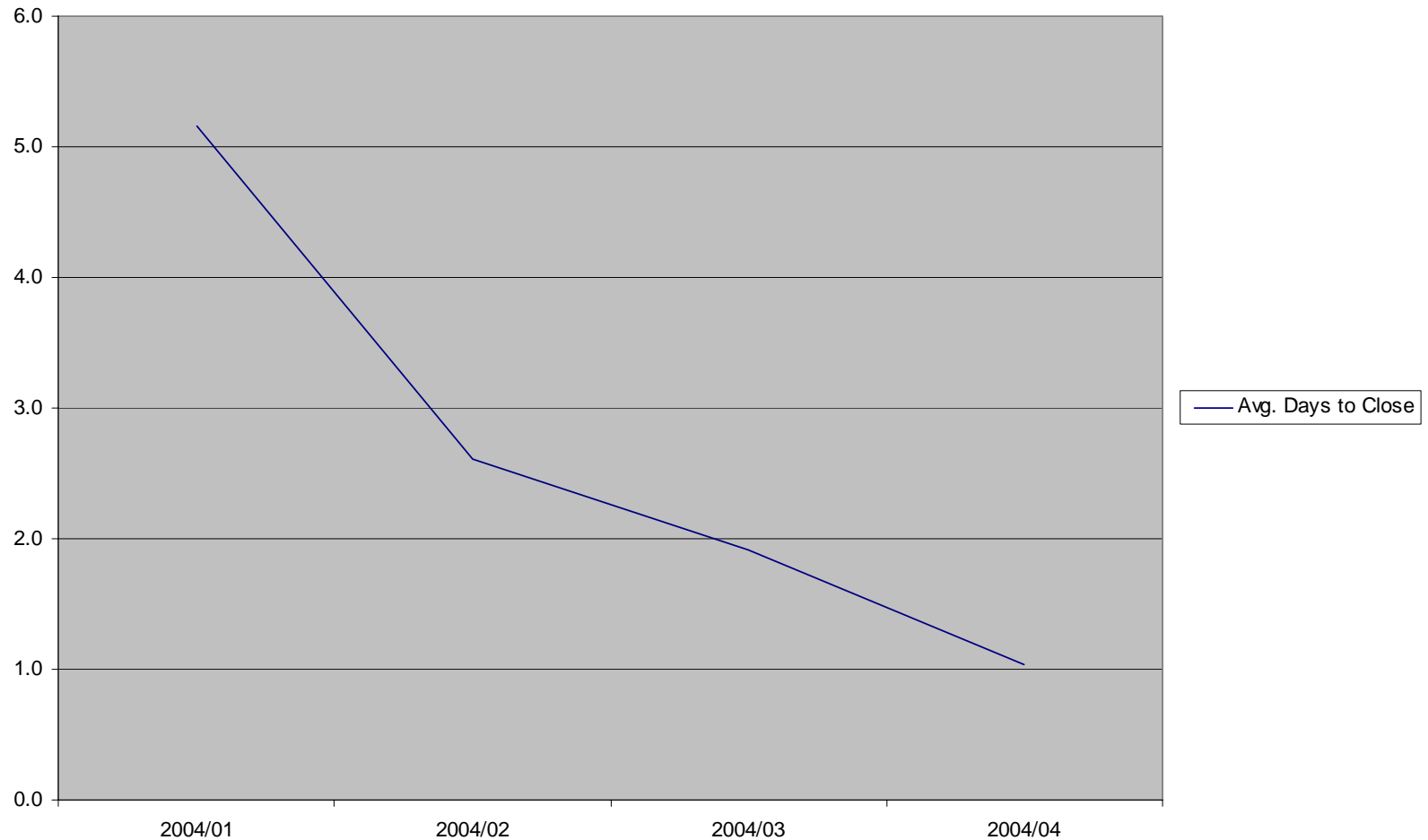
Did You Know?

- 162 incidents logged during March
- 111 incidents logged during April
- 18 incidents logged to date for May (as of 5/18)
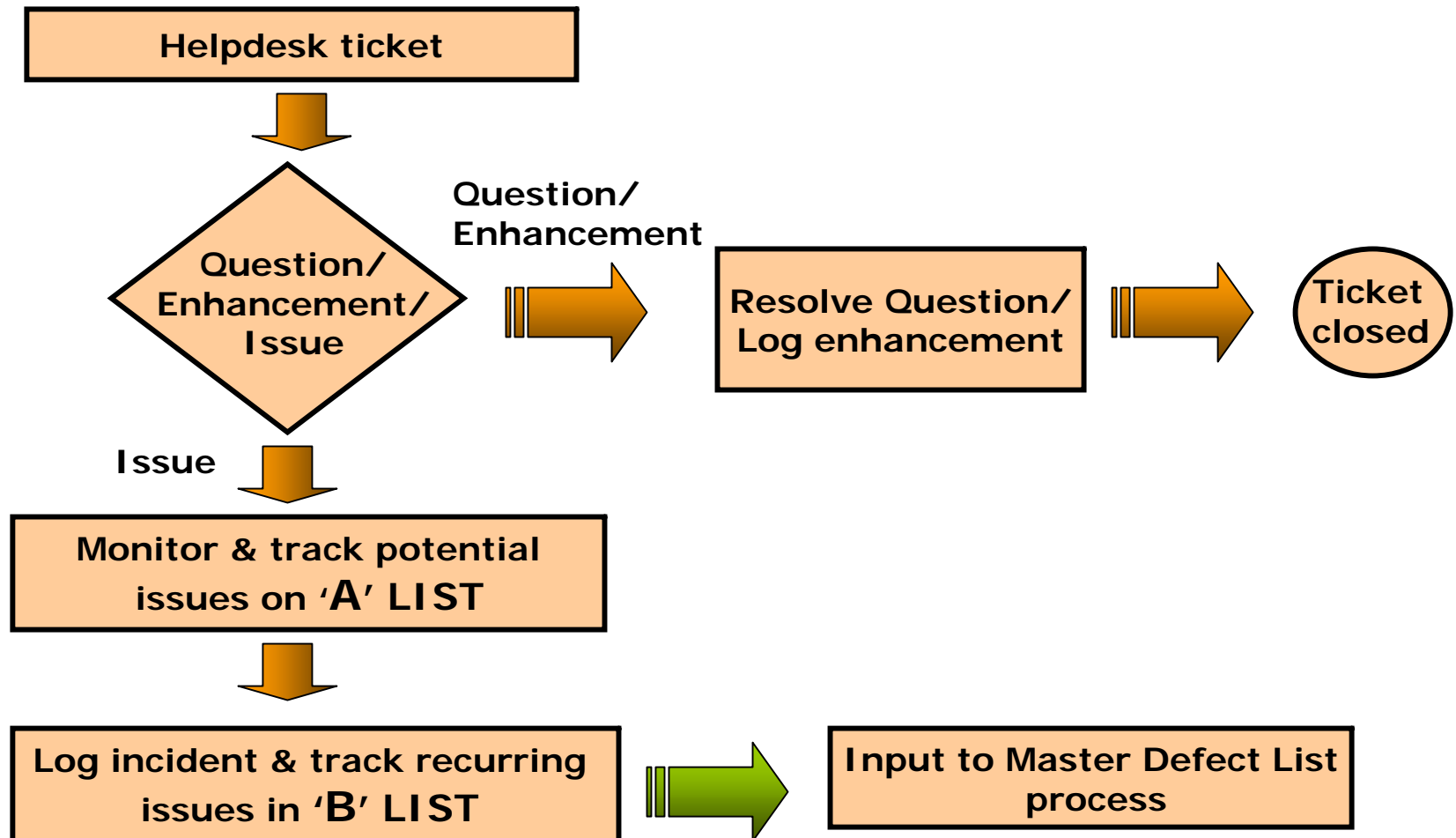
Progress Report - Addressing Issues
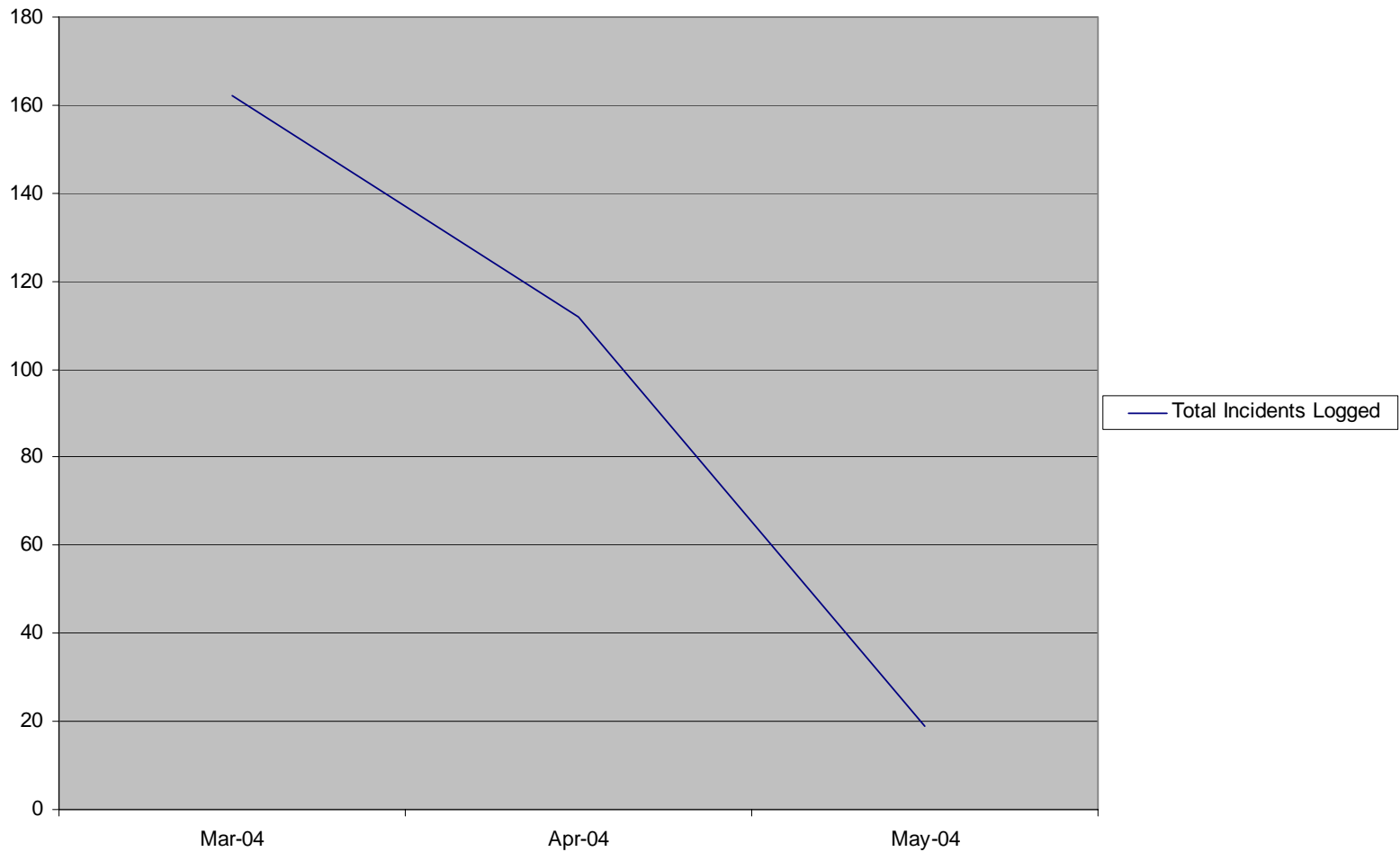
Progress Report - Timely Responses
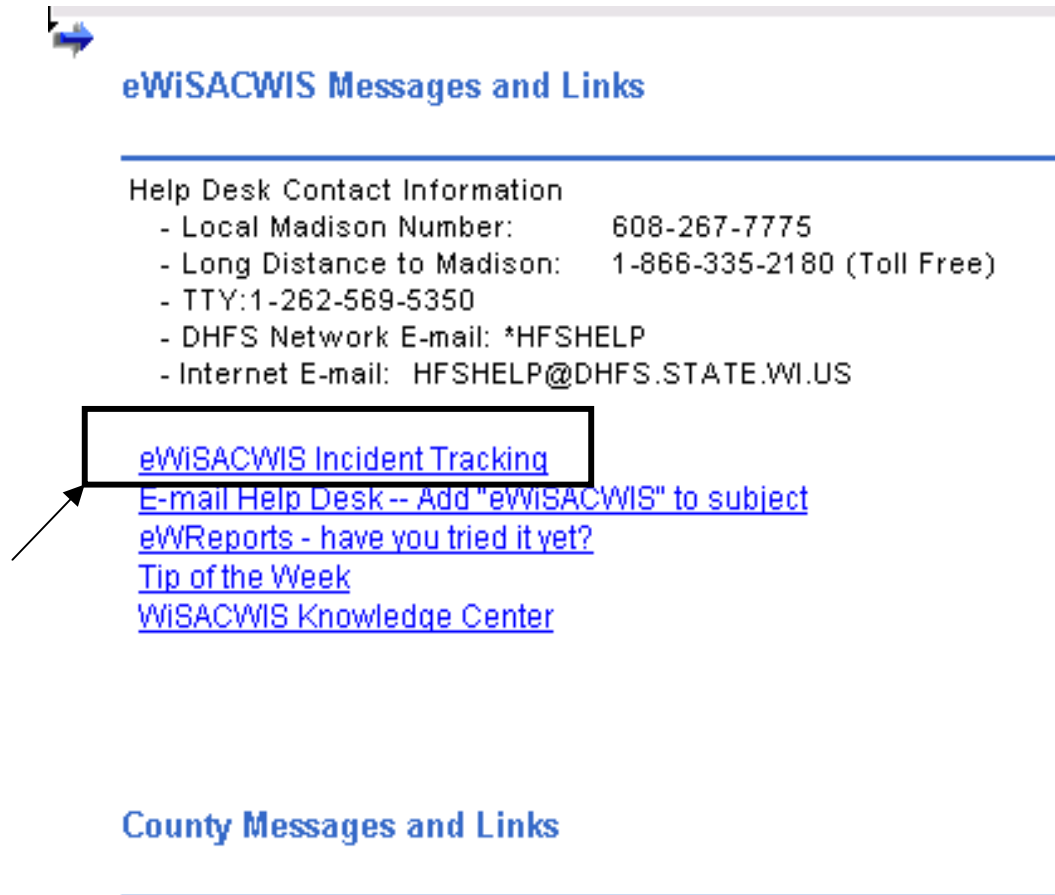
Avg. Days to Close

Helpdesk Issues Identification Process

Helpful Information

- Look up incident status online

eWiSACWIS Messages and Links

Help Desk Contact Information
- Local Madison Number: 608-267-7775
- Long Distance to Madison: 1-866-335-2180 (Toll Free)
- TTY:1-262-569-5350
- DHFS Network E-mail: *HFSHELP
- Internet E-mail: HFSHELP@DHFS.STATE.WI.US

eWiSACWIS Incident Tracking
E-mail Help Desk -- Add "eWiSACWIS" to subject
eWReports - have you tried it yet?
Tip of the Week
WiSACWIS Knowledge Center

County Messages and Links

Helpful Information

- If user is going to be out of office let us know when to call back

- Include 'eWiSACWIS' in subject when emailing helpdesk

- Report issues/lost work

- Release 1.6 - June 25, 2004

- Release 1.7 - September 24, 2004

Open Forum/Questions/Discussion